Agilent Technologies

Support Delivery Guidelines: ICT Test Systems - ICT Max

Support Service Type	ICT Max - Onsite Hardware Support Services			
Siebel SPN	R-9BC-611, R-9BC-621, R-9BC-631, R-9BC-641, R-9BC-651, R-9BC-661, R-9BC-671, R-9BC-681	R-9BC-612, R-9BC-622, R-9BC-632, R-9BC-642, R-9BC-652, R-9BC-662, R-9BC-672, R-9BC-682	R-9BC-613, R-9BC-623, R-9BC-633, R-9BC-643, R-9BC-653, R-9BC-663, R-9BC-673, R-9BC-683	R-9BC-614, R-9BC-624, R-9BC-634, R-9BC-644, R-9BC-654, R-9BC-664, R-9BC-674, R-9BC-684
Agilent Exhibit	S0057 (previously S0025)	S0057 (previously S0025)	S0057 (previously S0025)	S0057 (previously S0025)
Description	ICT Max - 8x5 Onsite Next Day Support*	ICT Max - 12x5 Onsite Same Day Support*	ICT Max - 24x7 Onsite Same Day Support*	ICT Max - 8x5 Onsite 3 Day Response*
Customer's responsibility	Customer support technician or test engineer who calls Agilent for assistance should be able to run confirmation/diagnostics and discuss results on the phone so that Agilent support engineer can diagnose fault and Agilent qualified engineer can arrive with appropriate part in hand for onsite repair. If the customer cannot run confirmation/diagnostics then it will negatively impact Agilent's ability to fix the system in a timely manner.			
Onsite Support, Response Time (8x5 Coverage = Customer Local time 9am-5pm)	8 x 5, Next Business Day	12 x 5, within 4 coverage hours (7am-7pm customer local time)	24 x 7, within four hours	8 x 5, within 3 Business Days
Yearly Account Management Review	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone or in person).			
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	8 X 5, 2 coverage hours telephone call back	12 X 5, 2 coverage hours telephone call back	24 X 7 Telephone or Web login, 2 hours telephone call back	8 X 5, 2 coverage hours telephone call back
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Agilent holidays
Parts coverage	The complete supportable system and PC controller is obsolensence protected. If a support part is not available to repair an obsoleted PC contoller a newer PC controller drop in replacement will be used.			
Parts turn-around time	Next business day part delivery 90% of the time. Parts for discontinued systems will have a longer expected response time.	Majority of parts stocked locally (Four hour response 90% of the time. Parts for discontinued systems will have a longer expected response time)		3 day parts delivery.
Consumables and accessories parts	Included			
Preventive Maintenance: includes C/D, vacuum, mint pin check	Included, one for each 6 month contract, mutually agreed upon schedule			
System & ASRU Calibration license-to-use and onsite service	Onsite system calibration service included (performed at the same time as PM, one for each 6 month contract)			
Software Update Subscription	Yes, for test head system only			
Software Update Installation	No, installed by customer			

Support Service Type	ICT Max - Cooperative Hardware Support Services	
Siebel SPN	R-9BW-611, R-9BW-621, R-9BW-631, R-9BW-641, R-9BW-651, R-9BW-661, R-9BW-671, R-9BW-681	R-9BW-612, R-9BW-622, R-9BW-632, R-9BW-642, R-9BW-652, R-9BW-662, R-9BW-672, R-9BW-682
Agilent Exhibit	S0015	S0015
Description	ICT Max - 8x5 Cooperative Support with parts-8X5 phone response	ICT Max - 8x5 Cooperative Support with parts-24X7 phone response
Customer's responsibility	Customer support technician or test engineer who calls Agilent for assistance must have received the three-day maintenance training class or equivalent. This technician is responsible for running confirmation/ diagnostics, replacing C/D diagnosed assemblies (Level 1and 2 support kit PCBAs and MPU. Some customers may require help replacing level 3 support kit parts such as a system card or mother card). This technician is responsible for performing six-month preventive maintenance including ASRU adjust. Spare parts kits are highly recommended to minimize down time. Customer is responsible for returning failed exchange parts back to Agilent. Agilent reserves the right to charge the customer for those parts not returned. If the above stated responsibilities are not met, you (the customer) may be asked by your account manager to modify your support contract accordingly.	
Onsite Support, Response Time (8x5 Coverage = Customer Local time 9am-5pm)	**8X5**, **Next business day**, for repair services that require onsite Agilent resource. Repair services that require onsite resource include hardware failure types other than those listed in the customer responsibility section but only if requested by customer or recommended by Agilent.	
Yearly Account Management Review	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone).	
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	**8 X 5, 2 coverage hours telephone call back**	**24 X 7 Telephone or Web login, 2 hours telephone call back**
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year
Parts coverage	The complete supportable system and PC controller is obsolensence protected. If a support part is not available to repair an obsoleted PC contoller a newer PC controller drop in replacement will be used.	
Parts turn-around time	Next business day part delivery 90% of the time. Parts for discontinued systems will have an expected longer response time.	
Consumables and accessories parts	**Included**	
Preventive Maintenance: includes C/D, vacuum, mint pin check	**Included,** one for each 6 month contract, mutually agreed upon schedule	
System & ASRU Calibration license-to-use and onsite service	**Onsite system calibration service included** (performed at the same time as PM, one for each 6 month contract)	
Software Update Subscription	**Yes,** for test head system only	
Software Update Installation	**No,** installed by customer	

Support Service Type	ICT Flex - Onsite Hardware Support Services			
Siebel SPN	**R-9BC-601**	**R-9BC-602**	**R-9BC-603**	**R-9BC-604**
Agilent Exhibit	**S0057** **(previously S0025)**	**S0057** **(previously S0025)**	**S0057** **(previously S0025)**	**S0057** **(previously S0025)**
Description	**ICT Flex - 8x5 Onsite Next Day Support***	**ICT Flex - 12x5 Onsite Same Day Support***	**ICT Flex - 24x7 Onsite Same Day Support***	**ICT Flex - 8x5 Onsite 3 Day Response***
Customer's responsibility	Customer support technician or test engineer who calls Agilent for assistance should be able to run confirmation/diagnostics and discuss results on the phone so that Agilent support engineer can diagnose fault and Agilent qualified engineer can arrive with appropriate part in hand for onsite repair. If the customer cannot run confirmation/diagnostics then it will negatively impact Agilent's ability to fix the system in a timely manner.			
Onsite Support, Response Time (8x5 Coverage = Customer Local time 9am-5pm)	**8 x 5, Next Business Day**	**12 x 5, within 4 coverage hours** (7am-7pm customer local time)	**24 x 7, within four hours**	**8 x 5, within 3 Business Days**
Yearly Account Management Review	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone or in person).			
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	**8 X 5, 2 coverage hours telephone call back**	**12 X 5, 2 coverage hours telephone call back**	**24 X 7 Telephone or Web login, 2 hours telephone call back**	**8 X 5, 2 coverage hours telephone call back**
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Agilent holidays
Parts coverage	For supportable product only. The PC controller is included as part of test head and is obsolensence protected. If a support part is not available to repair an obsoleted PC contoller a newer PC controller drop in replacement will be used.			
Parts turn-around time	**Included**, next business day part delivery 90% of the time. Parts for discontinued systems will have a longer expected response time.	**Included**, majority of parts stocked locally (Four hour response 90% of the time. Parts for discontinued systems will have a longer expected response time)		**Included**, 3 day parts delivery.
Consumables and accessories parts	**No**			
Preventive Maintenance: includes C/D, vacuum, mint pin check	**Two per year included** (upon mutually agreed-upon schedule.) Customer can augment preventative maintenance provided with onsite contract by purchasing a separate NIST cal contract. **(During the first year PM & NIST cal is provided as part of the warranty service)**			
System & ASRU Calibration license-to-use and onsite service	**System Calibration software license-to-use included.** Customer can perform their own calibration or enage Agilent for onsite calibration service			
Software Update Subscription	**No**			
Software Update Installation	**No**			

Support Service Type	ICT Flex - Cooperative Hardware Support Services			
Siebel SPN	**R-9BW-601**	**R-9BW-602**	**R-9BW-603**	**R-9BW-604**
Agilent Exhibit	**S0015**	**S0015**	**S0049**	**S0049**
Description	**ICT Flex - 8x5 Cooperative Support with parts-8X5 phone response**	**ICT Flex - 8x5 Cooperative Support with parts-24X7 phone response**	**ICT Flex - Cooperative Value Support with parts-8X5 phone response** (Customer must be qualified for this support contract)	**ICT Flex - Cooperative Value Support with parts -24X7 phone response** (Customer must be qualified for this support contract)
Customer's responsibility	Customer support technician or test engineer who calls Agilent for assistance must have received the three-day maintenance training class or equivalent. This technician is responsible for running confirmation/ diagnostics, replacing C/D diagnosed assemblies (Level 1and 2 support kit PCBAs and MPU. Some customers may require help replacing level 3 support kit parts such as a system card or mother card). This technician is responsible for performing six-month preventive maintenance including ASRU adjust. Spare parts kits are highly recommended to minimize down time. Customer is responsible for returning failed exchange parts back to Agilent. Agilent reserves the right to charge the customer for those parts not returned. If the above stated responsibilities are not met, you (the customer) may be asked by your account manager to modify your support contract accordingly.		Customer support technician or test engineer who calls Agilent for assistance must be fully maintenance trained. Customer provides all support labor (or Agilent provided resident professional via additional contract component) including confirmation/diagnostics, all repairs and six-month preventive maintenance including ASRU adjust. Spare parts kits highly recommended to minimize down time. Customer is responsible for returning failed parts back to Agilent. Agilent reserves the right to charge the customer for those parts not returned. If the above stated responsibilities are not met, you (the customer) may be asked by your account manager to modify your support contract accordingly.	
Onsite Support, Response Time (8x5 Coverage = Customer Local time 9am-5pm)	**8X5**, **Next business day**, for repair services that require onsite Agilent resource. Repair services that require onsite resource include hardware failure types other than those listed in the customer responsibility section but only if requested by customer or recommended by Agilent.		**None provided**, extra charge for repair services that require Agilent onsite resource. 8X5, Next Business Day response	
Yearly Account Management Review	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone).		Includes a site review of all system configurations, support and upgrade recommendations (completed over the phone).	
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	**8 X 5, 2 coverage hours telephone call back**	**24 X 7 Telephone or Web login, 2 hours telephone call back**	**8 X 5, 2 coverage hours telephone call back**	**24 X 7 Telephone or Web login, 2 hours telephone call back**
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year
Parts coverage	For supportable product only. The PC controller is included as part of test head and is obsolensence protected. If a support part is not available to repair an obsoleted PC contoller a newer PC controller drop in replacement will be used.			
Parts turn-around time	**Included**, next business day part delivery 90% of the time. Parts for discontinued systems will have an expected longer response time.			
Consumables and accessories parts	**No**			
Preventive Maintenance: includes C/D, vacuum, mint pin check	**No, except during first year warranty.** Customer is responsible for providing two PMs per year.			
System & ASRU Calibration license-to-use and onsite service	**System Calibration software license-to-use included.** Customer can perform their own calibration or enage Agilent for onsite calibration service		**System Calibration software license-to-use included.** Customer can perform their own calibration or enage Agilent for onsite calibration service	
Software Update Subscription	**No**			
Software Update Installation	**No**			

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*Not applicable to all locations. Please check with your local Agilent offices for more information.
Information contained in this document is subject to changes

Support Service Type	ICT Flex - Custom Support Services		
Siebel SPN	**R-9CU-CON**	**R-9CU-EOS**	**R-9CU-UPG**
Agilent Exhibit	**S0015**	**S0015**	**S0015**
Description	**ICT - Flex Consumables Parts and Accessories Replacement -8X5 phone response**	**ICT Flex - Extended Support for Post EOS -8X5 phone response**	**ICT - Flex Upgrade Spport -8X5 phone response**
Customer's responsibility	Customer support technician or test engineer who calls Agilent for assistance should be able to run confirmation/diagnostics and discuss results on the phone so that Agilent support engineer can diagnose fault and Agilent qualified engineer can arrive with appropriate part in hand for onsite repair. If the customer cannot run confirmation/diagnostics then it will negatively impact Agilent's ability to fix the system in a timely manner.		
Onsite Support, Response Time (8x5 Coverage = Customer Local time 9am-5pm)	**8X5, Next business day,** for repair services that require onsite Agilent resource. Repair services that require onsite resource include hardware failure types other than those listed in the customer responsibility section but only if requested by customer or recommended by Agilent.		
Yearly Account Management Review	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone).		
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	**8 X 5, 2 coverage hours telephone call back**		
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays		
Parts coverage	For consumables parts and accessories replacement due to normal wear and tear and normal electrical defects only.	For product that have rearched its support life only. Parts may be a equivalent replacement.	For product that have an newer equivalent only. Parts replacement may not be 100% backward compatible.
Parts turn-around time	**Included**, next business day part delivery 90% of the time. Parts for discontinued systems will have a longer expected response time.		
Consumables and accessories parts	**Yes**	**No**	
Preventive Maintenance: includes C/D, vacuum, mint pin check	**No**		
System & ASRU Calibration license-to-use and onsite service	**No**		
Software Update Subscription	**No**		
Software Update Installation	**No**		

Support Service Type	Calibration Services			
Siebel SPN	R-9AS-601	R-9AS-603	R-9AS-602	R-9AS-604
Agilent Exhibit	S0030	S0030	S0030	S0030
Description	Agilent Accredited (NIST) Calibration Service, 2x per year	Agilent Accredited (NIST) Calibration Service, 1x per year	ASRU Calibration Service, 2x per year	ASRU Calibration Service, 1x per year
Customer's responsibility	Customer must also have a support contract for the system that is to be calibrated. At least the test head is covered under a hardware support contract which will provides the System Calibration License.		Customer must also have a support contract for the system that is to be calibrated.	
Onsite Support, Response Time (8x5 Coverage = Customer Local time 9am-5pm)	Yes, Mutually agreed upon schedule			
Yearly Account Management Review	--			
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	--			
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays			
Parts coverage	No			
Parts turn-around time	--			
Consumables and accessories parts	No			
Preventive Maintenance: includes C/D, vacuum, mint pin check	**Included**, on mutually agreed upon schedule together with onsite calibration service.			
System & ASRU Calibration license-to-use and onsite service	**Onsite system calibration service** (includes measreuement report, and calibration certificate)		**Onsite ASRU calibration service** (calibration certificate only upon request)	
Software Update Subscription	No			
Software Update Installation	No			

Support Service Type	Agilent Software Support Services	SVA	Trade Service
Siebel SPN	R-9UH-6A1 (Mux system) R-9UH-6A3 (UnMux system) R-9UH-3070TD	R1996A	N/A
Agilent Exhibit	S0055	S0060 S0060 SOW	Agilent Service Terms
Description	Response Center Support & Software Update Subscription	Service Volume Agreement Level 1, invoice per incident Level 2, invoice monthly	Time and Material (per incident repair service or PM)
Customer's responsibility	Customer test engineer or support technician who calls Agilent for help must have attended Users training (or equivalent experience) and the system (or test development) must be on the latest revision of software or up to max of 2 revisions back. Customer is responsible for installing the software.	Customer support technician or test engineer who calls for help should be able to run Confirmation/Diagnostics and discuss results on the phone so that Tier 2 can diagnose fault and CE arrives with appropriate part in hand for onsite time & material repair	
Onsite Support, Response Time (8x5 Coverage = Customer Local time 9am-5pm)	When Critical upon Agilent's determination. For application issues onsite service provided by local applications engineer at an extra charge, if available.	Charged by the hour for travel and repair, provided parts are available, within 3 days. Extra charges are applicable for faster response *	
Yearly Account Management Review	--	Yes	No
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	8 X 5, 4 coverage hours telephone call back (8X5 local time = 10X5. Start window of 7am-9am, stop window of 4pm-6pm)	8x5, 4 coverage hours telephone call back	8x5, 4 coverage hours telephone call back
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays	Mon to Fri, Business days, no local Agilent holidays	Mon to Fri, Business days, no local Agilent holidays
Parts coverage	No	Included (at list price plus local duties and taxes)	
Parts turn-around time	--	In next business day after sign back quotation.	In 3 business day after PO acceptance
Consumables and accessories parts	No	Included (at list price plus local duties and taxes)	
Preventive Maintenance: includes C/D, vacuum, mint pin check	No	Customer is responsible for providing two per year or as a time and material service	
0	No	No	
Software Update Subscription	Included	No	
Software Update Installation	No, installed by customer	No	

Support Service Type	Agilent Onsite Hardware Support Services			
Siebel SPN	**R-9BC-501**	**R-9BC-502**	**R-9BC-503**	**R-9BC-504**
Agilent Exhibit	**S0057** **(previously S0025)**	**S0057** **(previously S0025)**	**S0057** **(previously S0025)**	**S0057** **(previously S0025)**
Description	**Onsite Next Day Support***	**Onsite Priority Support***	**Onsite Priority Plus Support***	**Onsite 3 Day Response***
Customer's responsibility	Customer support technician or test engineer who calls Agilent for assistance should be able to run confirmation/diagnostics and discuss results on the phone so that Agilent support engineer can diagnose fault and Agilent qualified engineer can arrive with appropriate part in hand for onsite repair. If the customer cannot run confirmation/diagnostics then it will negatively impact Agilent's ability to fix the system in a timely manner.			
Onsite Support, Response Time (8x5 Coverage = Customer Local time 9am-5pm)	**8 x 5, Next Business Day**	**12 x 5, within 4 coverage hours** (7am-7pm customer local time)	**24 x 7, within four hours**	**8 x 5, within 3 Business Days**
Yearly Account Management Review	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone or in person).			
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	**8 X 5, 2 coverage hours telephone call back**	**12 X 5, 2 coverage hours telephone call back**	**24 X 7 Telephone or Web login, 2 hours telephone call back**	**8 X 5, 2 coverage hours telephone call back**
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Agilent holidays
Parts	**Included**, next business day part delivery 90% of the time. Parts for discontinued systems will have a longer expected response time.	**Included**, majority of parts stocked locally (Four hour response 90% of the time. Parts for discontinued systems will have a longer expected response time)		**Included**, 3 day parts delivery.
Preventive Maintenance: includes C/D, vacuum, mint pin check	**Two per year included** (upon mutually agreed-upon schedule.) Customer can augment preventative maintenance provided with onsite contract by purchasing a separate NIST cal contract. **(During the first year PM & NIST cal is provided as part of the warranty service)**			
System Calibration (NIST Traceable)	**No, except during first year warranty** (NIST cal/ w PM is provided as part of the first year warranty service), may be ordered separately after 1st year warranty			
Software Update Subscription	**No**			
Software Update Installation	**No**			

Support Service Type	Agilent Cooperative Hardware Support Services			
Siebel SPN	**R-9BW-501**	**R-9BW-502**	**R-9BW-503**	**R-9BW-504**
Agilent Exhibit	**S0015**	**S0015**	**S0049**	**S0049**
Description	**Cooperative Support with parts-8X5 phone response**	**Cooperative Support with parts- 24X7 phone response**	**Cooperative Value Support with parts -8X5 phone response** (Customer must be qualified for this support contract or an Agilent provided resident professional must be onsite and entitled through a separate custom contract product)	**Cooperative Value Support with parts -24X7 phone response** (Customer must be qualified for this support contract or an Agilent provided resident professional must be onsite and entitled through a separate custom contract product)
Customer's responsibility	Customer support technician or test engineer who calls Agilent for assistance must have received the three-day maintenance training class or equivalent. This technician is responsible for running confirmation/ diagnostics, replacing C/D diagnosed assemblies (Level 1and 2 support kit PCBAs and MPU. Some customers may require help replacing level 3 support kit parts such as a system card or mother card). This technician is responsible for performing six-month preventive maintenance including ASRU adjust. Spare parts kits are highly recommended to minimize down time. Customer is responsible for returning failed exchange parts back to Agilent. Agilent reserves the right to charge the customer for those parts not returned. If the above stated responsibilities are not met, you (the customer) may be asked by your account manager to modify your support contract accordingly.		Customer support technician or test engineer who calls Agilent for assistance must be fully maintenance trained. Customer provides all support labor (or Agilent provided resident professional via additional contract component) including confirmation/diagnostics, all repairs and six-month preventive maintenance including ASRU adjust. Spare parts kits highly recommended to minimize down time. Customer is responsible for returning failed parts back to Agilent. Agilent reserves the right to charge the customer for those parts not returned. Starting 1 January 2005, if the above stated responsibilities are not met, you (the customer) may be asked by your account manager to modify your support contract accordingly.	
Onsite Support, Response Time (8x5 Coverage = Customer Local time 9am-5pm)	**8X5**, **Next business day**, for repair services that require onsite Agilent resource. Repair services that require onsite resource include hardware failure types other than those listed in the customer responsibility section but only if requested by customer or recommended by Agilent.		**None provided**, extra charge for repair services that require Agilent onsite resource. 8X5, Next Business Day response	
Yearly Account Management Review	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone).		Includes a site review of all system configurations, support and upgrade recommendations (completed over the phone).	
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	**8 X 5, 2 coverage hours telephone call back**	**24 X 7 Telephone or Web login, 2 hours telephone call back**	**8 X 5, 2 coverage hours telephone call back**	**24 X 7 Telephone or Web login, 2 hours telephone call back**
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year
Parts	**Included**, next business day part delivery 90% of the time. Parts for discontinued systems will have an expected longer response time.			
Preventive Maintenance: includes C/D, vacuum, mint pin check	**No, except during first year warranty.** Customer is responsible for providing two PMs per year. May be ordered separately as part of a NIST calibration service (23S). **(NIST cal w/ PM is provided as part of the first year warranty service)**		**No, except during first year warranty.** Customer is responsible for providing two per year. May be ordered separately as part of a NIST calibration service (23S). (During the first year NIST cal /w PM is provided as part of the warranty service)	
System Calibration (NIST Traceable)	**No, except during first year warranty.** (NIST cal /w PM is provided as part of the first year warranty service) May be ordered separately after 1st year warranty.		**No**, **except during first year warranty**. (NIST cal /w PM is provided as part of the first year warranty service.) May be ordered separately	
Software Update Subscription	**No**			
Software Update Installation	**No**			

Support Service Type	Calibration Services				Agilent Software Support Services	SVA	Trade Service
Siebel SPN	R-9AS-501	R-9AS-503	R-9AS-504	R-9AS-505	R-9VH-5A1/2 (Unix, 1st/Nth system) R-9UH-5A1/2 (WN 1st/Nth system) R-9UH-3070TD R-9UH-i5000TD	R1996A	N/A
Agilent Exhibit	S0030	S0030	S0029	S0030	S0055	S0060 S0060 SOW	Agilent Service Terms
Description	NIST Calibration Service		Return to Agilent Calibration (Applicable to i1000 only)	System Calibration License Subscription	Response Center Support & Software Update Subscription	Service Volume Agreement Level 1, invoice per incident Level 2, invoice monthly	Time and Material (per incident repair service or PM)
Customer's responsibility	Customer must also have a support contract for the system that is to be calibrated.			Customer is responsible of maintaining the calibration equipment and performing the system calibration on the system.	Customer test engineer or support technician who calls Agilent for help must have attended Users training (or equivalent experience) and the system (or test development) must be on the latest revision of software or up to max of 2 revisions back. Customer is responsible for installing the software.	Customer support technician or test engineer who calls for help should be able to run Confirmation/Diagnostics and discuss results on the phone so that Tier 2 can diagnose fault and CE arrives with appropriate part in hand for onsite time & material repair	
Onsite Support, Response Time (8x5 Coverage = Customer Local time 9am-5pm)	Yes, Mutually agreed upon schedule		Measurement board will be return to Agilent for calibration.	N.A	When Critical upon Agilent's determination. For application issues onsite service provided by local applications engineer at an extra charge, if available.	Charged by the hour for travel and repair, provided parts are available, within 3 days. Extra charges are applicable for faster response *	
Yearly Account Management Review	--				--	Yes	No
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	--				8 X 5, 4 coverage hours telephone call back (8X5 local time = 10X5. Start window of 7am-9am, stop window of 4pm-6pm)	8x5, 4 coverage hours telephone call back	
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays				Mon to Fri, Business days, no local Agilent holidays	Mon to Fri, Business days, no local Agilent holidays	
Parts	No				--	Included (at list price plus local duties and taxes)	
Preventive Maintenance: includes C/D, vacuum, mint pin check	Included, two per year (on mutually agreed upon schedule)	Included, one per year (on mutually agreed upon schedule)	No	No	--	Customer is responsible for providing two per year or as a time and material service	
System Calibration (NIST Traceable)	Included		No		--	No	
Software Update Subscription	No				Included	No	
Software Update Installation	No				No, installed by customer	No	